

## **Important Information about your DPS Flex 911 Service**

Your AccessLine DPS Flex 911 service operates differently than traditional 911 services.

Under certain circumstances your DPS Flex 911 service may not be available or may be limited by comparison to traditional 911 services. These circumstances include:

⇒ **Your DPS Flex 911 service will not operate in the event of:**

- an electrical power failure.
- a failure of your internet/broadband data service or related equipment or configuration.
- a failure of your DPS Flex phone device or related equipment
- a service outage or congestion or a suspension or disconnect of service due to billing or other reasons.

⇒ **You must provide AccessLine with the correct address for each of your DPS Flex devices**, including Desk Phones, Cordless Phones, Fax Adapters, and Base Units. If you make a 911 call from these devices, this is the address that will be provided to the emergency services Public Safety Answering Point (“PSAP”), if the PSAP is equipped to receive this information. If you move your DPS Flex device, you must provide the new address to AccessLine. Your DPS Flex 911 service will not operate or will not operate properly:

- if you did not initially install each of your DPS Flex devices at the location(s) you originally provided to AccessLine when you ordered service.
- if you moved your DPS Flex device and did not provide AccessLine with the new address..
- if you moved your DPS Flex device to an area not covered by AccessLine’s 911 service.

You may check the 911 address for each of your DPS Flex devices by logging on to your DPS Flex “Admin Portal” or by contacting AccessLine Customer Service.

If you move your VoIP device, you may change the address:

- by logging onto your DPS Flex “Admin Portal” – Go to the “911 Address” tab for the specific device being moved, and follow the instructions to update the address.
- or you may contact AccessLine Customer Service - They can assist you in updating the 911 address.

After you change your 911 address there may be a delay before the new address is fully available for use with 911 calls.

For additional information on your 911 service, please refer to the Terms and Conditions for your DPS Flex service, or contact AccessLine Customer Service.